

Spec. Code: 3588  
Occ. Area: 03  
Work Area: 357  
Prob. Period: 6 mo.  
Prom. Line: none  
Effective Date: 09/14/90

## **RETAIL SERVICES SUPERVISOR**

### Function of Job

Under direction, to manage the business and personnel activities of a retail service operation.

### Characteristic Duties and Responsibilities

1. organizes and supervises the work activities of assigned personnel; including hiring, training, assigning work, and evaluating work performance
2. schedules employees under supervision to ensure the retail operation is adequately staffed during hours of operation
3. recommends and implements special promotional programs, sales, and services
4. recommends and implements policies and procedures concerning the activities of a retail service operation
5. prepares and monitors operational budgets and prepares financial reports as required
6. projects supply needs and orders as necessary, determining quantity, product brands, and ordering schedules
7. develops and maintains inventory control and user billing systems
8. recommends mark-up percentages for goods and services, based on user demands
9. prepares daily sales reports and other financial reports as required
10. reviews and approves expenditures and approves purchase requisitions for merchandise and applicable services
11. consults with vendors concerning bids, products, product evaluations, and services available
12. investigates and resolves user or vendor billing problems and approves deviations form operational policy
13. performs related duties as assigned

Minimum Acceptable Qualifications

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. any one or any combination of the following types of preparation:
  - (a) credit for college course work leading to a major in business administration, retail management, or a related field
  - (b) credit for college course work leading to a major in a field other than those listed in "a"
  - (c) experience assisting in the management of retail service operations
  - (d) responsible experience in business administration or management or a closely related field

that totals 1.0 unit according to the following conversion rates:

120 semester hours (or Bachelor's degree) of "a" = 1.0 unit

120 semester hours (or Bachelor's degree) of "b" = .75 unit maximum\*

three years of "c" = 1.0 unit

four years of "d" = 1.0 unit

Amounts of training or experience less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. knowledge of the theories and practices of business administration/management
2. knowledge of inventory control
3. ability to work effectively with students, staff, and the public
4. ability to train and direct the work of assigned staff
5. ability to maintain detailed records

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\*That is, up to 3/4 (or .75 unit) of the total preparation needed to satisfy requirement 1 may be this type of college training; the balance must be supplied by one or more of the other types of preparation listed above.